

Request for Proposal: Internet Service

Penn Manor School District

2950 Charlestown Road

Lancaster PA 17603

www.pennmanor.net

717.872.9500

Proposal Due Date: **Friday January 5, 2018 at 3:00 P.M. EST.**

Overview

Penn Manor School District (PMSD) seeks proposals for fiber Internet service in support of teaching and learning programs at multiple school buildings. Enhanced high-capacity fiber services are required to support rapidly growing bandwidth needs and to meet the State Education Technology Directors Association (SETDA) benchmark bandwidth standard recognized in the FCC Second E-rate Modernization order.

Proposals of 1 Gbps service or greater to Penn Manor High School (100 East Cottage Avenue, Millersville, PA 17551) and Manor Middle School (2950 Charlestown Road, Lancaster, PA 17603) are requested. Service proposals should include tiered pricing for a minimum of 1 Gbps up to 10 Gbps of Internet service.

Individual monthly and non-recurring pricing for each circuit per building must be provided, along with a total cost for all circuits, installation, and maintenance. Multi-year pricing as well as two optional one-year contract extensions are encouraged.

Awarded contracts must agree to have services running in test mode from **June 25, 2018 through June 30, 2018**. Cutover to any new contracted services will occur by June 30, 2018. Billing for new services will begin on July 1, 2018.

Service Details

1. The connection(s) shall be a minimum of 1 Gbps non-throttled, non-filtered, dedicated Internet connectivity. All equipment must be able to pass all PMSD traffic utilizing standard TCP/IP protocols. Please detail separate bandwidth options for each school location.
2. The proposal must include all costs associated with bringing the circuit from outside PMSD buildings to the district designated MDF. Any conduit or trenching from the street to the MDF must include replacement of conduit, pavement, and returning any disturbed ground to its original condition, as determined by the district. Any new construction and the pathways used by the Service Provider within district grounds shall be pre-approved by PMSD prior to starting construction.
3. The Service Provider will hand-off at the building Main Distribution Frame (MDF) a 10Gig LX single-mode fiber optic SFP.
4. PMSD has access to a block of 256 public IPv4 Internet addresses at the Penn Manor High School location. Proposals should consider a similar block of IPv4 addresses for Penn Manor High School. Proposals for the 2950 Charlestown Road location should include a minimum of 5 public IPv4 addresses. Additionally, all services must support IPv6 and BGP.

5. Service Provider shall include 24x7x365 active monitoring of the network as part of the contract. Service Provider shall certify that they will meet a minimum service level objectives of 99.99% network service availability. The mean time to repair will be four hours maximum in the event of a service interruption due to component failure, and eight hours maximum in the event of fiber damage. Proposals must include details of service billing reimbursement and restoration plans for outages lasting longer than 30 minutes and/or service levels failing to meet service level objectives.

6. Service Provider agrees to provide network traffic reporting for both live real-time and historical data. Network health reports detailing link bandwidth and utilization statistics will be provided to Penn Manor School District via web-based monitoring tools or a similar service.

E-RATE Terms and Conditions

1. The Service Provider must be able to offer E-Rate discounts for the proposed service. The District expects Service Providers to make themselves thoroughly familiar with any rules or regulations regarding the E-rate program. Service Providers are required to be in full compliance with all current requirements and future requirements issued by the SLD throughout the contractual period of any contract entered into as a result of this RFP.
2. Service Providers are responsible for providing a valid SPIN (Service Provider Identification Number). Service Providers are responsible for providing evidence of FCC Green Light Status at the time the bid is submitted. Any potential provider found to be in Red Light Status may be disqualified during the proposal review process.
3. NO billing can take place before July 1st of the associated funding year. The Service Provider may not commence billing until after products and services are delivered. The Service Provider agrees to bill and receive a portion of the payment for the provisions of goods and services described herein directly from USAC via the Form 474 Service Provider Invoice (SPI). The District will only be responsible for paying its non-discounted share of costs and does not intend to use the BEAR process (Form 472). Should the District, at the time of project implementation, decide that it is in the best interest of the District to file a Form 472, the District will inform the Service Provider of its intention.
4. Within (1) week of award, the awarded Service Provider will provide the District with a bill of materials suitable for the Form 471. Approval for any deviation from the Form 471 must be obtained from District. Subsequent schedules of values and invoices for each site must match the Form 417 or subsequent service substitutions.

Submission Requirements

1. Description of your online portal for account management, billing information, analysis, support requests, and service reports.
2. Completion of Proposal Price Form (See below).
3. Description and estimation of build charges and fees, if applicable.
4. Your E-Rate Service Provider Identification Number (SPIN) must be included.
5. Implementation plan, including timeline showing full implementation by 7/1/2018.
6. Contact information for all services, include billing, orders, technical support, and E-Rate program concerns.
7. Three references from K-12 educational institutions in Pennsylvania.

Service Period

Proposals should include multi-year pricing for initial terms of 1, 2, or 3 years. Two optional 1-year renewal options should be included.

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The District reserves the right to reject any or all proposals and award a partial contract. Any proposal that does not meet the minimum requirements in this RFP will be excluded from evaluation. In accordance with E-Rate regulations, the price of E-Rate eligible services will be the most heavily-weighted factor for all decisions.

Please submit all proposal files via email to:

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